

Report

Date December 12, 2023
Subject RCMP IT/LAN Administrator

File:

PURPOSE

To consider funding an IT/LAN Administrator for the RCMP building in the 2024 Operating Budget to assist with additional workload from the new personnel in the new building.

BACKGROUND

As part of every Municipal Police Unit Agreement each municipality is required to provide all support staff necessary for the Municipal Police Unit. This includes IT support.

Currently there is one IT/LAN position that supports 85 people. The RCMP contributes to the costs of the position for supporting non-municipal members and support staff through a service level agreement.

DISCUSSION

In 2024 the RCMP will move into a much larger site with additional Provincial tenants totalling 14 more personnel. Additionally, the RCMP is implementing more technological devices such as body worn cameras. It is anticipated that there will be an increase in the demand for IT services in the building.

Currently, units that are required to use remote provincial IT services, often experience delays, and are 'walked' through by phone on how to fix issues, taking them away from policing duties. If there is an emergency or urgency these units must wait or go without. Many times, the units will seek the assistance of the onsite IT. In these instances, we would have to decline them and refer them back to their own support.

Within our own office, there will be an increase in technology services both in hardware and software. At the moment, it is sustainable. However, we do not have a backup when IT is away due to illness or annual leave. If our IT were to be away for an extended period, we would be placed in a very difficult position. We could lose sensitive or important data that would affect police investigations.

A portion of the costs related to this new position would be billed to the new tenants, helping offset the costs.

OPTIONS

1. **(Recommended Option)** THAT the Committee of the Whole direct staff to include an IT/LAN Administrator for the RCMP building in the 2024 Operating Budget.
 - This option would provide the required resources to support all personnel within the RCMP building, helping ensure continuity of service, protect sensitive data, and provide backup for

staff who may be away.

2. THAT the Committee of the Whole direct staff to bring forward the request for an IT/LAN Administrator to a future budget process.
 - This option would result in the need to create Standard Operating Procedures and Unit Supplements clearly outlining that the Municipal IT/LAN cannot perform any services for the new units. It could also result in an inability to keep up with operations within the detachment when the person is on leave.

IMPLICATIONS

There will be an increase in technology services both in hardware and software in 2024. Currently, it is sustainable. However, there is no backup when IT/LAN is away due to illness or annual leave. If IT/LAN were to be away for an unexpected or extended period, we could lose sensitive or important data that would affect police investigations.

RCMP requires the IT/LAN to hold a Secret Enhanced Reliability clearance; if an applicant does not, it will take approximately a year to obtain.

With the additional revenue from the added staff in the new building, the total increase to taxation would be \$56,500 for the year, including benefits.

RECOMMENDATION

THAT the Committee of the Whole direct staff to include an IT/LAN Administrator for the RCMP building in the 2024 Operating Budget.

Report prepared by:



Talitha Soldera
General Manager, Corporate Services

Approved to be forwarded to Council:



Ted Swabey
Chief Administrative Officer